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INDUSTRY  
PROFILE

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Industry, Science and  
Technology Canada

Industrie, Sciences et  
Technologie Canada

**Soft Drink  
Manufacturers**

Canada

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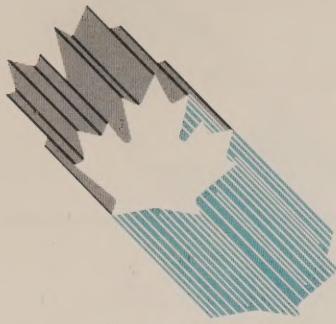
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INDUSTRY

PROFILE

## SOFT DRINK MANUFACTURERS

1988

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### FOREWORD

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In a rapidly changing global trade environment, the international competitiveness of Canadian industry is the key to survival and growth. This Industry Profile is one of a series of papers which assess, in a summary form, the current competitiveness of Canada's industrial sectors, taking into account technological and other key factors, and changes anticipated under the Canada-U.S. Free Trade Agreement. Industry participants were consulted in the preparation of the papers.

The series is being published as steps are being taken to create the new Department of Industry, Science and Technology from the consolidation of the Department of Regional Industrial Expansion and the Ministry of State for Science and Technology. It is my intention that the series will be updated on a regular basis and continue to be a product of the new department. I sincerely hope that these profiles will be informative to those interested in Canadian industrial development and serve as a basis for discussion of industrial trends, prospects and strategic directions.

Minister

Canada

### 1. Structure and Performance

#### Structure

The soft drink manufacturing industry manufactures non-alcoholic carbonated beverages as well as concentrates and syrups used to make soft drinks.

The manufacture and distribution of carbonated soft drinks in Canada are based on a franchise system which characterizes the soft drink industry worldwide. The system provides a soft drink bottler with a defined market area and exclusive manufacturing and distribution rights within that area. The bottler is restricted to purchasing the proprietary formula concentrates and syrups from a single source — the franchise company (franchisor) which holds the registered trademark of a number of soft drink brands. The franchisor establishes pricing policies and provides overall marketing and brand promotion support.

Major franchisors are Coca-Cola Ltd., Pepsi-Cola Canada Ltd., Seven-Up Canada Inc., Cadbury Schweppes Canada Inc., Crush Canada Inc. and Canada Dry Limited. They are foreign-owned and have a manufacturing presence in many countries. Most of the bottlers, however, are independent Canadian-owned businesses, although some of the franchisors also have bottling facilities in Canada. The industry is dominated by Coca-Cola and Pepsico, whose many branded products account for an estimated 70 percent of the market.

Packaging materials, flavour syrups and concentrates are the major cost components in the manufacture of soft drinks. Packaging materials represent 35 percent of the production cost while syrups and concentrates account for almost 30 percent. The soft drink industry purchases 28 percent of the metal cans and 15 percent of the glass bottles consumed by Canadian manufacturing industries. Sugar represents only 10 percent of the cost of production but accounts for 25 percent of total domestic sugar use.

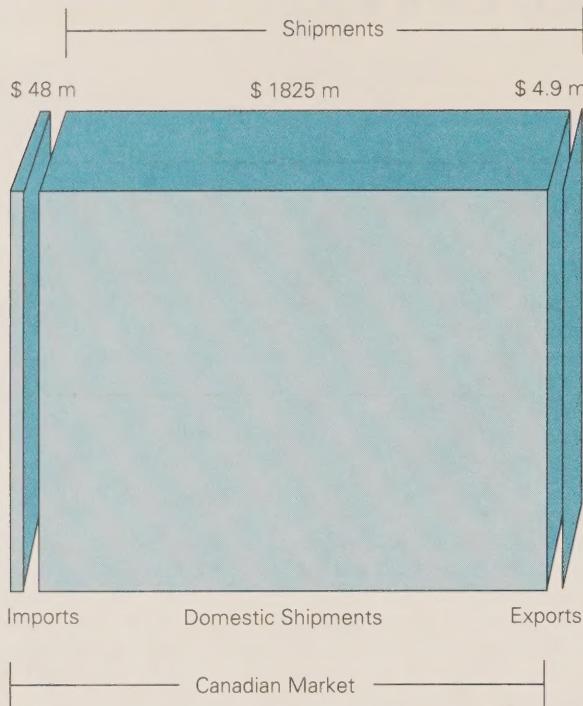
In 1987, there were more than 150 establishments employing approximately 12 000 people throughout Canada. The industry, however, is concentrated in the major markets of Ontario and Quebec. In the same year, the industry produced more than 20 million hectolitres of soft drinks with a shipment value in excess of \$2 billion.

Soft drinks are packaged in returnable-refillable glass bottles, non-returnable glass containers, cans and PET (plastic) bottles. They are also sold in bulk for use in soda-fountains. Refillable containers account for almost 35 percent of the market, non-returnable containers for 42 percent and bulk for 23 percent. Products are sold through retail stores for the "take home" market and through hotels, restaurants and institutions (HRI) and vending machines for the "on-premise" market. The "take-home" market is the largest segment, accounting for an estimated 70 percent of sales.



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*Imports, Exports and Domestic Shipments  
1986*

The soft drink industry does little international trade in the finished product. Both the current structure of the franchise system and the high-volume, low-value nature of the product militate against trade in soft drinks. Soft drink concentrates, however, are generally produced in low-cost countries and shipped internationally. Most soft drinks in Canada are produced from imported concentrates. The value of imports in 1987 amounted to \$46 million worth of soft drink concentrates. More than 80 percent originated in Puerto Rico and 10 percent originated in the United States. In 1987, the industry exported concentrates valued at \$6.4 million — of which more than 90 percent were to the United States.

This profile deals primarily with the soft drink industry. In certain instances, however, only combined data which include both soft drinks and a limited number of bottled water establishments are available. The bottled water industry is a growing competitor to the soft drink industry. It is not structured on the franchise system but consists of a number of smaller independent companies. The largest domestic producer of bottled water is Montclair, owned by Nestle S.A. of Switzerland, with operations throughout Canada. Some large soft drink manufacturers, such as Pepsico, are now entering the bottled water market to complement their lines of carbonated beverages.

## Performance

Per capita consumption of soft drinks has grown steadily since 1980 and is now almost 25 percent higher than six years ago. Consumption of other non-alcoholic beverages such as milk, tea, coffee and cocoa has declined slightly. Fruit juice sales have fluctuated but grown since 1985, albeit at a slower rate than the four percent rate for soft drinks.

The market is highly competitive and the intense promotional and price competition spawned by the "Cola Wars" has kept profit levels low. Soft drink manufacturers' profit after-tax levels have declined from 4.1 percent of sales in 1973 to a low of 1.6 percent in 1985. Some recovery is taking place, but soft drink industry profits remain below the average for the beverage sector (including breweries, wineries and distilleries).

The consumption of soft drinks was affected negatively by the ban on cyclamates and saccharin used to produce diet soft drinks. The then-existing alternatives for artificial sweeteners were not totally satisfactory. The introduction of aspartame, however, has contributed to a resurgence in diet drink sales and resulted in an overall increase in consumption of soft drinks. Diet drinks now account for an estimated 20 percent of the market and are growing at approximately 11 percent annually — a rate which exceeds the overall industry growth rate. Consumption levels are not consistent across Canada, with diet drinks less popular in Newfoundland and Quebec. However, recently their consumption in Quebec has grown at above-average rates (more than 25 percent since 1986) indicating that diet drinks may soon be as popular there as elsewhere in Canada.

The generally increasing popularity of diet drinks may also have contributed to reduced industry profit levels, as the cost of producing diet drinks is higher than for regular soft drinks. Franchise companies have established pricing practices which set the retail price for both diet and regular products at the same level.

Franchisors have tended to follow a pattern of acquiring other soft drink companies or beverage companies, related firms in the fast-food trade, or previously independent bottling operations. This activity serves to increase market shares through brand acquisition, increase marketing flexibility and market outlets, and consolidate operations.

Bottlers, too, have moved to acquire other bottlers in nearby franchise territories. This practice has decreased the number of establishments to only 150 in 1987. Acquisitions help bottlers expand their market areas and achieve the higher production efficiencies required to justify the cost of the new PET (plastic) packaging lines or high-speed can lines.



## 2. Strengths and Weaknesses

### Structural Factors

Within the beverage industry, the franchise system is unique to soft drinks. The Canadian model is the same one used by major franchisors in the United States and throughout the world.

In Canada, soft drinks have traditionally been sold in returnable-refillable bottles. Transportation costs of bottles impose certain restrictions on the market area which can be served profitably from any establishment. In addition, Canada's population is broadly dispersed. Canadian facilities do not benefit from the economics of scale achieved by those located in more densely populated countries. As a result, the average value-added per employee for the Canadian industry is approximately 20-percent lower than the average for the American industry. Salaries and material costs for the two are comparable.

Soft drink production costs can be reduced through economies of scale. Increasing consolidation has occurred in the United States and the Canadian industry has followed suit. At the same time, returnable-refillable glass containers are being replaced with less costly, recyclable formats. For example, the large PET (plastic) bottle can be produced at the same establishment which manufactures soft drinks. A large volume throughput, however, is required.

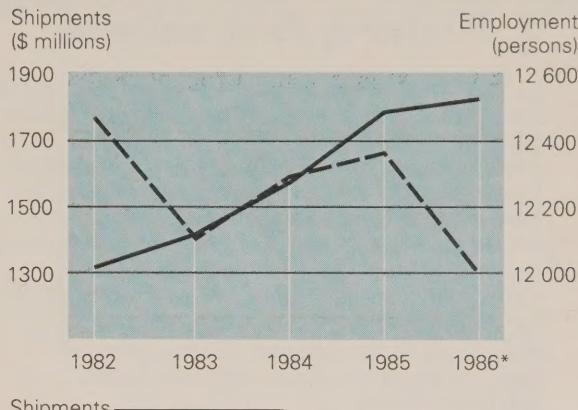
Canadian policy makes sugar available to soft drink manufacturers at world prices. This policy makes sugar economical to use and has slowed the adoption of high-fructose corn syrup (HFCS), a corn-derived alternative sweetener. U.S. manufacturers face higher sugar costs, which make the use of HFCS more attractive.

While brand recognition and loyalty are important in all consumer product industries, brand promotion is particularly intense within the soft drink industry. The high level of promotion makes it difficult for other beverages to position themselves against major soft drinks and makes the cost of entry for potential newcomers high.

### Trade-related Factors

International trade within the soft drink industry is not significant and is generally limited to proprietary formula syrups and concentrates. These are produced in low-cost countries and shipped to bottling establishments throughout the world. The nature of the franchise system largely precludes trade in finished goods.

Tariff levels are relatively significant in Canada, ranging from 10 percent ad valorem for flavourings and concentrates to 17.5 percent for soft drinks and flavoured waters. U.S. tariff levels range from \$US0.01 per gallon for ginger ale, lemonade and ginger beer to \$US0.15 per gallon for other soft drinks.



### Total Shipments and Employment

\* Employment for 1986 is ISTC estimate.

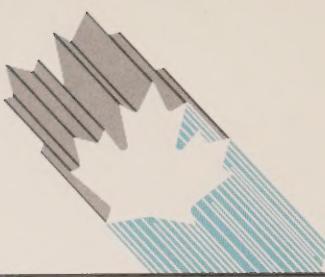
Under the Canada-U.S. Free Trade Agreement (FTA), tariff levels for flavourings and concentrates and other flavoured waters or soft drinks will be reduced to zero over the next 10 years.

### Technological Factors

The Canadian soft drink industry does little product research. The most recent advances in North America have been in new product development, with most of the activity carried out by franchise companies. These results are then made available to Canadian bottlers. However, the Canadian soft drink industry carries out a significant level of research on environmental waste-management issues.

New product introductions have included "diet" or "caffeine-free" versions of popular brands. New products which include some real fruit juice have been developed by major companies to respond to consumer interest in nutritious foods and to compete against the juice segment of the beverage industry. Smaller companies in the industry have developed unique products such as "Jolt" (with twice the caffeine of regular colas and "real" sugar) and Scottish cola.

Innovations in beverage processing are generally developed by equipment manufacturers. Speed and efficiency of bottling can reduce the cost of production. Computer-controlled, in-line blending has also been introduced in some plants to reduce costs. It increases the accuracy of proportioning concentrates and reduces ingredient handling while producing a more uniform product. Larger production facilities have installed equipment for forming plastic bottles in-plant. Canadian bottlers have adopted these new processing techniques when the scale of their operations has warranted the capital investment. Because of the ready international exchange of information, the Canadian industry uses the same product and production technology used in other countries.



### **3. Evolving Environment**

Carbonated soft drinks are the third-most-popular beverage in Canada after coffee and milk. Canadian per capita consumption is 87 litres (compared to 158 litres in the United States, where soft drinks have now become the most popular beverage, believed to exceed even water in terms of consumption). Canadian consumer preferences are moving from warm to cold beverages and towards drinks which are perceived to be "healthy." Beverages are the most popular snack item and snacking is on the increase. These trends will likely contribute to continued growth for the soft drink industry.

In addition to inter-brand competition, future competitors are expected to be pure fruit juices and flavoured, natural bottled waters. Despite this, the industry projects that by 1990, carbonated soft drinks will become as popular in Canada as they now are in the United States. The industry growth rate for 1988 was in the range of 10 percent — a rate more than twice historic levels. Sales volumes are expected to continue to increase dramatically. As the industry adjusts to the rapid growth and related marketing demands, its structure is expected to change significantly. Corporate concentration and consolidation of operations are expected to continue, and may even accelerate.

If world sugar prices rise to the point that the Canadian domestic high-fructose corn syrup (HFCS) price becomes more competitive with sugar, Canadian manufacturers could make the transition to HFCS by adopting the processing equipment and techniques currently used by their U.S. counterparts.

Returnable-refillable bottles have been the most prominent package format in Canada, generally because of nation-wide environmental waste-management policies. In 1979, incidents involving injuries from exploding bottles caused the glass 1.5 litre container to be removed until a modified plastic-coated bottle could be introduced. The search for a replacement, coupled with advancements in recycling programs and techniques, has increased the popularity of other containers.

Cans and PET (plastic) bottles, both of which can now be recycled, meet the needs of specific consumers and are therefore increasingly replacing more fragile and costly glass containers. Together, they accounted for more than 52 percent of the market in 1986, compared to a 49 percent share in 1985. By comparison, refillable glass bottles declined to 36.9 percent from 41.8 percent during the same period. This trend is expected to continue and may affect overall demand for glass containers. The shift in containers will likely contribute to more industry consolidation because of the large capital investment needed to change these packaging formats.

Under the FTA, reductions in tariffs may reduce input costs slightly. Overall, however, the FTA is expected to have little impact on the soft drink industry because of the limited trade in finished products.

### **4. Competitiveness Assessment**

The Canadian soft drink industry is domestically oriented, regionally distributed and based on a franchise structure. These characteristics are not expected to change, although industry consolidation will result in fewer establishments serving larger market areas. Consolidation will contribute to improved production efficiencies and lower costs. New package formats will be used to reduce transportation costs.

The soft drink industry will continue to be dominated by major franchise companies, and competition between them will continue to be fierce. High promotional expenditures, price competition and new product launches will keep industry profits low. The industry is currently competitive with other beverage manufacturers and is expected to remain so in the longer term as it gains a greater portion of the market. The industry will be largely unaffected by the FTA.

For further information concerning the subject matter contained in this profile, contact:

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(613) 954-2934

**PRINCIPAL STATISTICS**
**SIC(s) COVERED: 1111 (1980)**

	1973	1982	1983	1984	1985	1986
Establishments*	337	203	188	187	187	170 <sup>e</sup>
Employment	13 448	12 428	12 117	12 263	12 372	12 000 <sup>e</sup>
Shipments (\$ millions) (million hectolitres)	483.1 N/A	1 318.3 16.7	1 435.4 17.6	1 588.4 18.6	1 790 19.8	1 830 21.4
Gross domestic product (constant 1981 \$ millions)	658.3	487.7	443.3	530.6	585.8	661.1
Investment (\$ millions)	36.1	73.4	61.4	75.9	108.2	98.5
Profits after tax (\$ millions) (% of income)	22.1 4.1	36.0 2.3	40.0 2.3	61.0 3.3	32.0 1.6	81.0 3.8

**TRADE STATISTICS**

	1973	1982	1983	1984	1985	1986
Exports (\$ millions)	0.1	0.3	0.4	0.4	0.9	4.9
Domestic shipments (\$ millions)	483	1 318	1 435	1 588	1 789	1 825
Imports (\$ millions)	2	18	17	30	57	48
Canadian market (\$ millions)	485	1 336	1 452	1 618	1 846	1 873
Exports as % of shipments	0.02	0.02	0.03	0.03	0.05	0.27
Imports as % of domestic market	0.4	1.4	1.2	1.9	3.1	2.6
Source of imports (% of total value)		U.S.	E.C.	Asia	Others	
	1982	50	2	1	47	
	1983	47	2	—	51	
	1984	26	23	—	51	
	1985	13	8	—	79	
	1986	14	4	—	82	
	1987	10	5	1	84	
Destination of exports (% of total value)		U.S.	E.C.	Asia	Others	
	1982	10	—	65	25	
	1983	21	6	47	26	
	1984	44	6	15	35	
	1985	62	3	20	15	
	1986	94	1	3	2	
	1987	94	1	3	2	

**(continued)**

**REGIONAL DISTRIBUTION — Average over the last 3 years**

	Atlantic	Quebec	Ontario	Prairies	B.C.
Establishments – % of total	9.5	34.5	31.7	16.7	7.6
Employment – % of total	10.6 <sup>e</sup>	28.1	35.2	18.6	7.5 <sup>e</sup>
Shipments – % of total	10.0 <sup>e</sup>	23.6	42.4	16.3	7.7 <sup>e</sup>

**MAJOR FIRMS**

Name	Ownership	Location of Major Plants
Coca-Cola Ltd.	American	Major centres, all regions
Pepsi-Cola Canada Ltd.	American	Major centres, all regions
Seven-Up Canada Inc.	American	Major centres, all regions

e ISTC estimate

\* Includes some establishments which produce bottled water

N/A Not available

## REPARTITION REGIONALE — Moyenne des 3 dernières années

Établissements (en %)	9,5	34,5	31,7	16,7	7,6
Emplois (en %)	10,6e	28,1	35,2	18,6	7,5e
Expéditions (en %)	10,0e	23,6	42,4	16,3	7,7e
Nom	Propreté	Emplacement	Coca-Cola Ltee	partout au Canada	Seven-Up Canada Inc.
			Pepsi-Cola Canada Ltee	partout au Canada	américaine
					américaine
					partout au Canada
					partout au Canada
					américaine
					américaine
					partout au Canada
					partout au Canada

## PRINCIPALES SOCIÉTÉS

\* Y compris les entreprises de mise en bouteilles d'eau de source ou d'eau minérale.  
 \*\* Les montants indiqués sont exprimés en millions de dollars constants de 1981.  
 \*\*\* Les quantités indiquées sont exprimées en millions d'hectolitres.  
 \*\*\*\* Les montants indiqués sont exprimés en millions de dollars constants de 1981.

e Estimations d'ISTC.



## PRINCIPALES STATISTIQUES

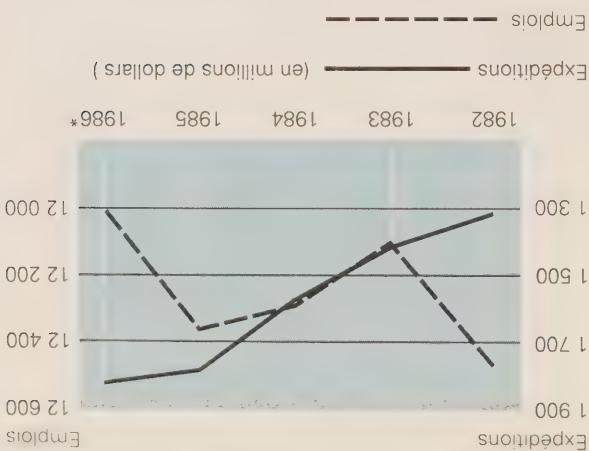
CTI 1111 (1980)

Etablissements*	1973	1982	1983	1984	1985	1986
Emplois	13 448	12 428	12 117	12 263	12 372	12 000e
Expéditions**	483,1	1 318,3	1 435,4	1 588,4	1 790	1 830
Expéditions***	n.d.	16,7	17,6	18,6	19,8	21,4
Produit interneur brut****	658,3	487,7	443,3	530,6	585,8	661,1
Investissements**	36,1	73,4	61,4	75,9	108,2	98,5
Bénéfices après impôts**	22,1	36,0	40,0	61,0	32,0	81,0
(en % des revenus)	4,1	2,3	2,3	3,3	1,6	3,8
Exportations	0,2	0,02	0,02	0,03	0,05	0,27
Expéditions interentreurs**	483	1 318	1 435	1 588	1 789	1 825
Importations**	2	18	17	30	57	48
Marché interneur**	485	1 336	1 452	1 618	1 846	1 873
Exportations des expéditions (en % du marché interneur)	0,4	1,4	1,2	1,9	3,1	2,6
Source des importations	E.-U.	CEE	Asie	Autres		
Destination des exportations (en %)	E.-U.	CEE	Asie	Autres		
1973	1982	1983	1984	1985	1986	

	1982	1983	1984	1985	1986	1987
Importations (en % du marché interneur)	0,4	1,4	1,2	1,9	3,1	2,6
Exportations des expéditions (en % du marché interneur)	0,02	0,02	0,03	0,03	0,05	0,27
Importations	E.-U.	CEE	Asie	Autres		
1982	50	2	1	47	47	
1983	47	2	1	51	51	
1984	47	2	1	51	51	
1985	13	23	—	79	79	
1986	26	—	—	—	—	
1987	10	5	1	84	84	
Source des importations	E.-U.	CEE	Asie	Autres		
1982	50	2	1	47	47	
1983	47	2	1	51	51	
1984	47	2	1	51	51	
1985	13	23	—	79	79	
1986	26	—	—	—	—	
1987	10	5	1	84	84	
Destination des exportations	E.-U.	CEE	Asie	Autres		
1982	10	—	65	25	25	
1983	21	6	47	26	26	
1984	44	6	15	35	35	
1985	62	3	20	15	15	
1986	94	1	3	2	2	
1987	94	1	3	2	2	



### Facteurs structurels



BOISSONS GAZEUSES

Le Canada impose des tarifs douaniers relativement élevés allant de 10 P. 100 ad valorem pour les sirops aromatisés et les concentrés à 17,5 P. 100 pour les boissons gazeuses et les eaux aromatisées. Aux Etats-Unis, les tarifs oscillent entre 1 à 1,4 US le gallon pour le soda gingembre et 1 à 1,6 US le gallon pour les autres boissons gazeuses. En vertu de l'Accord de libre-échange entre le Canada et les Etats-Unis, les tarifs touchant les sirops aromatisés ou boissons gazeuses seront éliminés d'ici 10 ans.

\* Estimations d'ISTC pour l'emploi seullement.

Bien que toutes les industries de produits de consommation attirent de l'importance à la fédération, les consommateurs à leurs marges, l'industrie des boissons gazeuses déploie des efforts particuliers, l'importance à la commercialisation de ses marges. Par conséquent, il est difficile aux autres boissons de s'imposer face aux principales boissons gazeuses, et l'entrepreneur dans cette industrie court très cher.

Le commerce international est de faible envergure dans cette industrie. Il se limite à l'exportation des concentrés à aux sirups et aux sirops aux brevettes qui sont produits dans les pays disposant de main-d'œuvre bon marché dans lesquels les établissements de mise en bouteilles sont les meilleures. La nature du système de franchises exclut pratiquement le commerce des produits finis.

## Facteurs techniques

Cette industrie canadienne fait peu de recherche sur les produits. En Amérique du Nord, les progrès les plus récents, dus en mesure partielle aux francophones, touchent la mise au point de nouveaux produits qui ont toutes fois, l'industrie canadienne des boissons. Toute fois, l'industrie canadienne des boissons a été mise à la disposition des embouteilleurs canadiens. Parmi les nouveaux produits lancés sur le marché, toutes les versions dérivées ou sans caféine de marques connues. Les principales entreprises ont préparé de nouveaux produits contenant du jus de fruit naturel afin de répondre à l'intérêt du consommateur pour les aliments nutritifs et afin de concurrencer les producteurs de jus. Des entreprises de moins de 100 employés ont créé des produits uniques comme le Jolt qui contient 2 fois plus de caféine et de sucre que les colas ordinaires et les « Scottish colas ».

Les coûts de production des boissons gazeuses devraient être réduits au moyen d'économies d'échelle. Aux États-Unis, l'industrie a regroupé ses activités et l'industrie canadienne l'a emboîtée le pas. Parallèlement, les contenants en verre consignés et réutilisables ont été remplacés par des formats recyclables moins coûteux. Ainsi, la grosse bouteille en plastique peut être remplacée par le tablier et même qui produit les boissons gazeuses. Cette fagon de procéder exige toutefois un important volume de production.

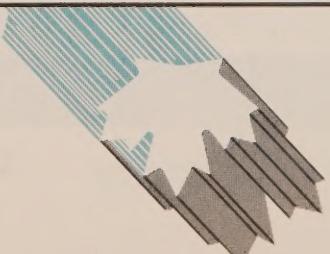
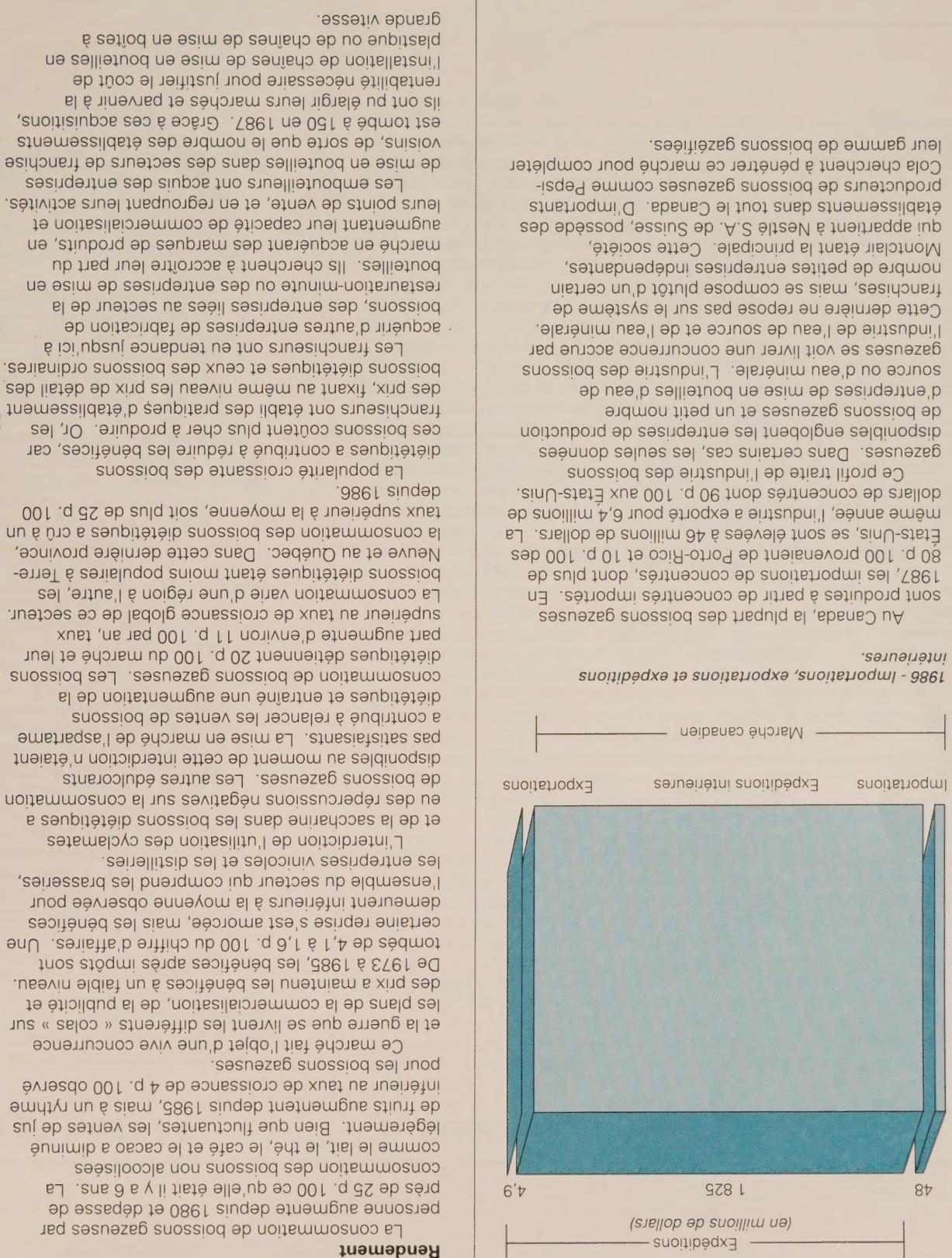
Le Canada applique une politique permettant aux producteurs de boissons gazeuses d'acheter le sucre aux cours mondiaux. Grâce à cette politique, l'utilisation du sucre est économique, ce qui relatif l'adoption du sirop de maïs à haute teneur en fructose, édulcorant tiré du maïs. Les producteurs américains paient le sucre plus cher, d'où leur préférence pour le sirop de maïs à haute teneur en fructose.

Bien que toutes les industries de produits de consommation attaquent de l'importance à la fidélité des consommateurs à leurs marques, l'industrie des boissons gazeuses déplore des efforts particuliers. Par conséquent, il est difficile aux autres boissons de s'imposer face aux principales boissons gazeuses, et l'importante dans cette industrie coûte cher.

## Facteurs liés au com

envergure dans cette industrie. Il se limite généralement aux sirops et aux concentrés à formule brevetée qui sont produits dans les pays disposant de main-d'œuvre bon marché en bouteilles dans les établissements de mise en bouteilles du monde entier. La nature du système de franchises exclut pratiquement le commerce des produits finis.

BOISSONS GAZÉES





# BUREAUX

# REGIONS

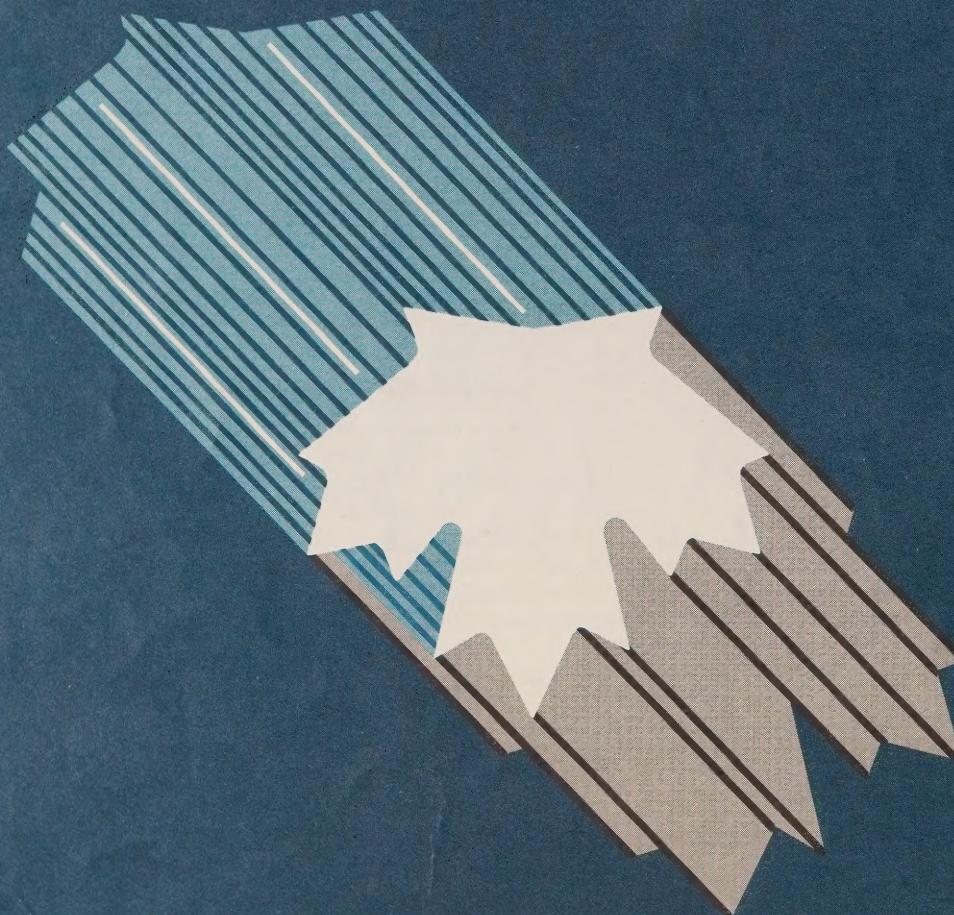
Nouveau-Brunswick	770, rue Main	C.P. 1210	(Nouveau-Brunswick)	EIC 8P9	Tél. : (506) 857-6400
Manitoba	1496, rue Lower Water	C.P. 940, succ. M.	HALIFAX	(Nouvelle-Ecosse)	Tél. : (902) 426-2018
Saskatchewan	105, 21e Rue est	6e étage	SASKATOON (Saskatchewan)	STK 0B3	Tél. : (306) 975-4400
Alberta	10179, 105e Rue	bureau 505	EDMONTON (Alberta)	T5J 3S3	Tél. : (403) 495-4782
Centre des entreprises	Centre des entreprises des exemplaires	de ce profil, s'adresser au :	OTTAWA (Ontario)	235, rue Queen	K1A 0H5
Territoires du Nord-Ouest	Precambrian Building	Sac postal 6100	Territoires du Nord-Ouest	X1A 1C0	Tél. : (403) 920-8568
Yukon	108, rue Lambert	bureau 301	WHITEHORSE (Yukon)	Y1A 1Z2	Tél. : (403) 668-4655
Ontario	Dominion Public Building	1, rue Front ouest	TORONTO (Ontario)	M5J 1A4	Tél. : (416) 973-5000
Quebec	Tour de la Bourse	bureau 3800	VANCOUVER	V6B 5H8	Tél. : (403) 666-0434
Colombie-Britannique	Scotiabank Tower	9e étage, bureau 900	GEORGIA OUEST	VANCOUVER	Tél. : (604) 666-0434
Terre-Neuve	Parsons Building	C.P. 11610	MONTRÉAL (Québec)	H4Z 1E8	Tél. : (514) 283-8185
Terre-Neuve	90, avenue O'Leary	C.P. 8950	ST. JOHNS (Terre-Neuve)	A1B 3R9	Tél. : (709) 772-4053
Terre-Neuve	Confédération Court Mall	bureau 400	CHARLOTTETOWN	C.P. 1115	Tél. : (902) 566-7400
Terre-Neuve	134, rue Kent	bureau 400	EDMONTON (Alberta)	CIA 7M8	(Île-du-Prince-Édouard)
Terre-Neuve	Tour de la Bourse	C.P. 247	TORONTO (Ontario)	M5J 1A4	Tél. : (416) 973-5000

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